A Metrics-Savvy Approach to Communicating IT Value in Higher Ed

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About Us

Sarah Buszka
• Process Improvement & Engagement Coordinator
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  • Six Sigma Yellow Belt
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• Certifications
  • CompTIA: A+, Network+, i-Net+
  • HDI: KCS, SCTL, DSM, SCM
  • ITIL: Foundation, Service Strategy
  • Lean IT: Foundation
• Former Community Manager, itSMF USA Higher Ed CoI
• More on my website, www.edwardgray.com
Agenda

• The Metrics Tree
• Benchmarking
• Group activity (putting it all together)

The Metrics Tree
• What is not defined, cannot be measured.
• What is not measured, cannot be controlled.
• What is not controlled, cannot be improved.
• What cannot be improved, cannot continue to provide value.

The Metrics Tree

• Vision and Mission should be consistently addressed at all levels
• Review and revise Goals and Objectives to ensure relevance and completeness
• Identify Critical Success Factors to describe the achieved Goals and Objectives
• KPIs are quantifiable measures for CSFs
The Metrics Tree

- Linkages from vision through to measurements, documented
- Importance of stakeholder buy in
- What gets measured, matters; what matters, gets measured
- You get what you inspect, not what you expect
- What decision will this measure inform?

Benchmarking

- What are other universities doing, and how do I compare?
- Leveraging Educause Core Data Service (CDS) data
Group Activity

25-30 minutes to complete
Putting it all together and action items

• What are my pain points?
• Are my metrics clearly defined and documented?
• Do my reports directly inform decisions?
• Am I incorporating different perspectives in my communication plan?
• How can I apply this framework to my own work?

Thank You for participating!

Please submit your evaluation so we can improve our presentation skills.
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Resources

- The Definitive Guide to IT Service Metrics
- ITIL Continual Service Improvement
- ITIL Practitioner
  - ISBN: 978-0113314874
- Ten Steps to ITSM Success
  - ISBN: 978-1-84928-456-1
- A Reference Guide to the Balanced Scorecard Service Model
  - HDI Metrics Guides
- SupportWorld article